

Job Description: Fractional Operations Manager

Organization: Erin Chamber of Commerce (ECC)

Location: Erin, Ontario

Employment Type: Part-time, Fractional

About Us

The Erin Chamber of Commerce (ECC) is a non-partisan, not-for-profit organization that exists to serve our business community. As an advocate and collaborator, we are committed to promoting economic success for businesses in Erin. Through advocacy, benefits, education, events, and marketing, ECC supports its members and enhances their competitiveness.

Position Summary

The Fractional Operations Manager is a key leadership role responsible for overseeing the day-to-day operations of the ECC. Reporting directly to the Board of Directors, this individual will execute the strategic plan, manage administrative functions, and ensure alignment with ECC's goals and objectives. The ideal candidate is highly organized, financially savvy, and skilled in project and event management.

Key Responsibilities

Operational Management:

- Execute the ECC's strategic plan and annual work plan.
- Develop and maintain a balanced budget, monitor expenses, and provide regular financial updates to the Board.
- Maintain and organize ECC files using a structured electronic filing system.
- Create operational efficiencies and ensure sustainability of organizational processes.

Member Engagement:

- Actively manage member recruitment and retention efforts, including developing recruitment strategies and cultivating member-to-member benefits.
- Serve as the primary point of contact for ECC members and businesses, addressing inquiries and concerns promptly.

Event Planning and Execution:

- Plan and coordinate monthly events, including networking, educational opportunities, and milestone celebrations.

- Ensure each event supports ECC’s mission to promote Erin businesses and provides value to members.
- Maintain and utilize event planning guides to ensure consistency and quality.

Advocacy Support:

- Facilitate engagement with members to identify key issues impacting Erin businesses.
- Support the Board in advocacy efforts, including preparation for meetings with elected officials.

Communication Management:

- Oversee internal and external communications, including newsletters, e-blasts, and social media content.
- Maintain up-to-date content on the ECC website.
- Regularly communicate with members about events, benefits, and strategic updates.

Board Support:

- Attend monthly Board meetings and provide operational updates, including reports on progress toward strategic goals.
- Maintain meeting agendas, minutes, and action logs.

Qualifications

- **Experience:** Minimum of 3–5 years in operations, project management, or a related field. Experience working with not-for-profits or member-based organizations is an asset.
- **Financial Management:** Demonstrated experience in budgeting and financial accountability.
- **Event Planning:** Proven ability to plan, promote, and execute events of various formats.
- **Communication Skills:** Strong verbal and written communication skills. Experience with social media platforms and email marketing is an asset.
- **Organizational Skills:** Highly organized and detail-oriented, with the ability to manage multiple priorities.
- **Leadership:** Ability to work independently while collaborating effectively with a volunteer Board of Directors.

Compensation

This is a part-time, fractional role, where the candidate will track and invoice the chamber monthly at a rate of \$25/hour. The expected time commitment is approximately 20-30 hours per month, with

flexibility to adapt to organizational needs. The job can be done remotely, with the exception of 6 hours per month in person to allow for member engagement.

How to Apply

Interested candidates are encouraged to submit their resume and a cover letter detailing their qualifications and interest in the role to info@erinchamber.ca. Applications will be reviewed on a rolling basis, with priority given to ECC members.

The ECC is an equal opportunity employer and welcomes applications from individuals of all backgrounds.